Appendix C

Existing Workflow Model

This workflow process diagram represents the current DCR workflow from initial inquiry from the general public to the archiving of closed files.

DIVISION WORKFLOW

```
                          PERSON
                         CONTACTS
                         DIVISION
        ┌───────────────────┼───────────────────┐
        │                   │                   │
        ▼                   ▼                   ▼
    ┌────────┐          ┌────────┐          ┌──────────┐
    │ WALK-IN│          │ BY MAIL│          │    BY    │
    │        │          │        │          │ TELEPHONE│
    └────────┘          └────────┘          └──────────┘
        │                   │                   │
        │                   ▼                   ▼
        │            ┌────────────┐      ┌────────────┐
        │            │   OFFICE   │      │   OFFICE   │
        │            │ RECEIVES   │      │  RECEIVES  │
        │            │MAIL INQUIRY│      │ A TELEPHONE│
        │            └────────────┘      │  INQUIRY   │
        │                   │            └────────────┘
        │                   ▼                   │
        │            ┌────────────┐             ▼
        │            │   INQUIRY  │          ◇ INVESTIGATOR ◇  ── No
        │            │REVIEWED AND│            AVAILABLE?          │
        │            │ LOGGED-IN  │              │ Yes            │
        │            └────────────┘              │               │
        │                   │                    │               │
        │                   ▼                    ▼               ▼
        │            ┌────────────┐      ┌────────────┐   ┌────────────┐
        │            │ INQUIRANT  │      │INVESTIGATOR│   │NAME AND    │
        │            │ CONTACTED  │      │SPEAKS WITH │   │PHONE # NOTED│
        │            │VIA RETURN  │      │   CALLER   │   │ON COMM     │
        │            │MAIL OR     │      └────────────┘   │SERVICE     │
        │            │TELEPHONE   │             │         │REPORT FOR  │
        │            └────────────┘             │         │CALLBACK    │
        │                   │                   ▼         └────────────┘
        │            ◇ SERVICE ◇ ── No     ◇ SERVICE ◇ ── No
        │              PLANNED?    │         PLANNED?     │
        │                │ Yes     │           │ Yes      │
        │                │         │           │          │
        │                ▼         │           ▼          │
        │         ┌────────────┐   │    ┌────────────┐    │
        │         │FILE INQUIRY│   │    │   RECORD   │    │
        │         │& RESPONSE  │   │    │  PLANNED   │    │
        │         │AWAITING    │   │    │ ACTION ON  │    │
        │         │FURTHER     │   │    │ COMMUNITY  │    │
        │         │ACTION.     │   │    │  SERVICE   │    │
        │         └────────────┘   │    │  REPORT.   │    │
        ▼                          │    └────────────┘    │
  ┌────────────┐                   │           │          ▼
  │SOLICITED OR│◄──────────────────┘           │    ┌────────────┐
  │UNSOLICITED │◄──────────────────────────────┘    │INV COMPLETES│
  │VISIT FROM  │                                │    │ COMMUNITY  │
  │PUBLIC      │                                │    │  SERVICE   │
  └────────────┘                                │    │  REPORT    │
        │                                       │    └────────────┘
        ▼                                       │          │
  ┌────────────┐                                ▼          │
  │VISITOR FILLS│                        ┌────────────┐    │
  │OUT LOG-IN  │                        │ COMMUNITY  │◄───┘
  │SHEET       │                        │  SERVICE   │
  └────────────┘                        │ REPORT     │
        │                               │PLACED IN BIN│
        ▼                               └────────────┘
  ┌────────────┐                               │
  │RECEPTIONIST│                               │
  │NOTES       │                               │
  │"TIME IN"   │                               │
  └────────────┘                               │
        │                                      │
        ▼                                      │
  ┌────────────┐                               │
  │RECEPTIONIST│                               │
  │GIVES PRE-  │                               │
  │INTERVIEW   │                               │
  │FORM TO     │                               │
  │VISITOR     │                               │
  └────────────┘                               │
        │                                      │
        ▼              ▼      ▼                ▼
```

```
                                        ┌──────────┐  ┌──────────┐
                                        │CALLER    │No│REG MGR   │
                                        │VISITS REG├──┤PREPARES  │
                                        │OFFICE?   │  │MONTHLY   │
                                        └────┬─────┘  │ACTIVITY  │
                                          Yes│        │REPORT    │
                                             │        └────┬─────┘
┌──────────────┐                      ┌──────────┐        │
│VISITOR       │                      │RETRIEVE  │        │
│RETURNS       │                      │COMUNITY  │        │
│COMPLETED FROM│                      │SERVICE   │   ┌──────────┐
│TO RECEPTIONIST│                     │REPORT, IF│   │MONTHLY   │
└──────┬───────┘                      │REQUIRED. │   │REPORT    │
       │                              └──────────┘   │SENT TO   │
┌──────────────┐        ┌─────┐                      │MIS UNIT  │
│RECEPTIONIST  │        │ END │◄─────────────────────┴──────────┘
│NOTES TIME    │        └─────┘
│"FORM COMPLETED"│
│ON LOG-IN SHEET│
└──────┬───────┘
       │
┌──────────────┐
│RECEPTIONIST  │
│CALLS INTAKE  │
│INVESTIGATOR  │
└──────┬───────┘
       │
┌──────────────┐
│RECEPTIONIST  │
│GIVES         │
│PRE-INTERVIEW │
│TO INVESTIGATOR│
└──────┬───────┘
       │
┌──────────────┐
│RECEPTIONIST  │
│RECORDS       │
│"TIME SEEN" ON│
│LOG-IN SHEET  │
└──────┬───────┘
       │
┌──────────────┐
│INTAKE        │
│INTERVIEW     │
│CONDUCTED     │
└──────┬───────┘
       │
┌──────────────┐
│INVESTIGATOR  │
│INTERVIEWS    │
│PERSON        │
└──────┬───────┘
       │
┌──────────────┐ No
│IS THERE A    ├────────────────────┐
│PRIMA FACIA   │                    │
│CASE OF       │              ┌──────────┐
└──────┬───────┘              │INV       │
    Yes│                      │CONSULTS  │
       │                      │WITH MGR  │
┌──────────────┐              └────┬─────┘
│INVESTIGATOR  │◄───┐              │
│DRAFTS        │    │              │
│VERIFIED      │    │         ┌──────────┐ No
│COMPLAINT     │    │         │MGR AGREES ├─────────┐
└──────┬───────┘    │         │WITH INV?  │         │
       │            │         └────┬─────┘          │
┌──────────────┐    │           Yes│                │
│INVESTIGATOR  │    │              │          ┌──────────┐
│SUBMITS DRAFT │    │         ┌──────────┐    │INV RETURNS│
│FOR MGR       │    │         │INV ADVISES│   │TO GATHER │
│APPROVAL.     │    │         │COMPLAINANT│   │ADDITIONAL│
└──────┬───────┘    │         │OF DECISION│   │INFO FROM │
       │            │         └────┬─────┘    │CP        │
┌──────────────┐ No │              │          └──────────┘
│DRAFT VC      ├────┘              │
│APPROVED BY   │                   │
│MANAGER?      │                   │
└──────┬───────┘                   │
    Yes│                           │
```

```
┌──────────┐   ┌──────────┐   ┌──────────┐   ┌──────────┐
│   ▽      │   │   ▽      │   │   ▽      │   │   ▽      │

┌──────────┐   ┌──────────┐
│ PREPARE  │   │ MGR MAKES │
│FORMS FOR │   │CORRECTIONS│              ◇ PERSON ◇──No──► ┌──────────┐
│SIGNATURE │   │SUGGESTIONS│              ◇DISSATISFIED?◇   │COMPLAINT │
└────┬─────┘   └────┬─────┘                  │             │ REJECTED │
     │              │                        │Yes          └─────┬────┘
     ▼              │                        ▼                   │
┌──────────┐        │                  ┌──────────┐              │
│ COMPLETE │        │                  │MGR SPEAKS│              │
│INTERVIEW │        │                  │TO PERSON │              │
│  FORMS   │        ▼                  └─────┬────┘              │
└────┬─────┘   ┌──────────┐                  │                   │
     │         │MGR RETURNS VC│              ▼                   │
     ▼         │  TO INV. │            ◇  CP    ◇──No──┐         │
┌──────────┐   └──────────┘            ◇ADAMANT  ◇     │         │
│REVIEW VC AND│                        ◇& REJECTION NOT◇         │
│FORMS WITH │                          ◇ BASED ON◇     │         │
│COMPLAINANT│                          ◇  SOL   ◇      │         │
└────┬─────┘                               │Yes        │         ▼
     │                                     ▼           │   ┌──────────┐
     ▼                                ┌──────────┐     │   │INV RECORDS NOTES│
┌──────────┐                          │ RESUME   │     │   │ON PRE-INTERVIEW │
│OBTAIN CP SIGNATURE│                  │INTERVIEW │◄────┘   │    FORM  │
│ON FORMS AND NOTARIZE│                └─────┬────┘         └─────┬────┘
└────┬─────┘                                 │                    │
╔════╪═══════════════════╗                   │                    │
║    ▼                   ║                   │                    │
║┌──────────┐            ║                   │                    │
║│ADVISE CP OF CASE│     ║                   │                    │
║│PROCESSING/MEDIATION│  ║                   │                    │
║│ PROCEDURE │          ║                   │                    │
║└────┬─────┘            ║                   │                    │
║     │                  ║                   │                    │
║     ▼                  ║                   │                    │
║ ◇  CP  ◇──No──┐        ║                   │                    │
║ ◇AGREES TO◇   │        ║                   │                    │
║ ◇MEDIATION?◇  │        ║                   │                    │
║     │Yes      │        ║                   │                    │
║     ▼         ▼        ║                   │                    │
║┌────────┐ ┌────────┐   ║                   │                    │
║│FLAG    │ │FLAG    │   ║                   │                    │
║│PACKAGE │ │PACKAGE │   ║                   │                    │
║│FOR     │ │FOR REGIONAL│║                  │                    │
║│MEDIATION│ │OFFICE  │   ║                  │                    │
║└────┬───┘ └───┬────┘   ║                   │                    │
╚═════╪═════════╪════════╝                   │                    │
      │         │                            │                    │
      ▼         │                            │                    │
┌──────────┐◄───┴────────────────────────────┴───◄───────────────┘
│  INTAKE  │
│INTERVIEW │
│CONCLUDED │
└────┬─────┘
     ▼
┌──────────┐
│"TIME OUT"│
│RECORDED ON│
│LOG-IN SHEET│
└────┬─────┘
     ▼
┌──────────┐
│INVESTIGATOR│
│COMPLETES │
│LOG-IN SHEET│
└────┬─────┘
     ▼
 ◇  WAS  ◇──No──┐
 ◇COMPLAINT◇    │
 ◇ TAKEN? ◇     │
     │Yes       ▼
     ▼      ┌──────────┐                              ┌──────────┐
┌──────────┐│PRE-INTERVIEW│────────────────────────► │   END    │
│GO TO INTAKE││FORM PLACED │                          └──────────┘
│ PACKAGE  ││IN REJECT BIN.│
│COMPLETION││          │
└────┬─────┘└──────────┘
     ▼
   ▽
```

```
                    ┌──────────────┐
                   ╱  INTAKE        ╲
                  ╱   PACKAGE        ╲
                  ╲   COMPLETION     ╱
                   ╲────────────────╱
                          │
                          ▼
                 ┌──────────────────┐
                 │  INV COMPLETES   │
                 │  INTERVIEW       │
                 │  FORMS           │
                 └──────────────────┘
                          │
                          ▼
                 ┌──────────────────┐
                 │  INVESTIGATOR    │
                 │  PREPARES D & I  │
                 │  REQUEST         │
                 └──────────────────┘
                          │
                          ▼
                 ┌──────────────────┐
                 │  INV COMPLETES   │
                 │  ROUTE SLIP      │
                 └──────────────────┘
                          │
                          ▼
                 ┌──────────────────┐
                 │  INV ORGANIZES   │
                 │  FORMS INTO      │
                 │  INTAKE PACKAGE  │
                 └──────────────────┘
                          │
                          ▼
                 ┌──────────────────┐
                 │  INV SUBMITS     │
                 │  COMPLETE        │
                 │  PACKAGE TO MGR  │
                 └──────────────────┘
                          │
                          ▼
                 ┌──────────────────┐
                 │  INV RECORDS     │
                 │  SUBMISSION IN   │
                 │  LOG             │
                 └──────────────────┘
                          │
                          ▼
                 ┌──────────────────┐
                 │  MGR REVIEWS     │◄────────────────┐
                 │  INTAKE PACKAGE  │                 │
                 └──────────────────┘                 │
                          │                           │
                          ▼                           │
                      ╱╲      No        ┌───────────────────┐
                    ╱MGR FINDS╲────────►│  MGR OR INV       │
                   ╱NO DEFICIEN╲        │  CONTACT          │
                   ╲CIES IN    ╱        │  COMPLAINANT      │
                    ╲INTAKE  ╱          └───────────────────┘
                      ╲╱                          │
                       │ Yes                      ▼
                       ▼                       ╱╲       No
              ┌──────────────────┐           ╱ CP ╲──────────┐
              │  INTAKE MGR      │          ╱PROVIDES╲        │
              │  APPROVES        │          ╲SUFFICIENT╱      │
              │  PACKAGE         │           ╲╱               │
              └──────────────────┘            │ Yes           │
                       │                      ▼               ▼
              ┌──────────────────┐    ┌──────────────┐  ┌──────────────┐
              │  REG SUPVR       │    │  RECONSIDER  │  │  MGR REJECTS │
              │  PROCEDURAL REVIEW│   │  INTAKE      │  │  COMPLAINT   │
              │  AND APPROVES    │    │  PACKAGE     │  └──────────────┘
              │  PACKAGE         │    └──────────────┘         │
              └──────────────────┘                             ▼
                       │                         ┌──────────────────────┐
                       ▼                         │  MGR PLACES PACKAGE  │      ┌──────────┐
                    ╱╲     No                    │  IN REJECT BIN AND   │─────►│   END    │
                  ╱ REG MGR ╲──────────┐         │  RECORDS ACTION IN LOG│     └──────────┘
                 ╱DECIDES NO ╲         │         └──────────────────────┘
                 ╲MEDIATION? ╱         │
                  ╲╱                   │
                   │ Yes               │
                   ▼                   ▼
```

```
                    CONSULT WITH
                       CHIEF
                     MEDIATOR
                         │
                         ▼
              ◇ CHIEF ◇─────── No ───────┐
              ◇ MEDIATOR AGREES ◇        │
              ◇ WITH REG ◇               │
              ◇ MGR? ◇                   │
                 │                        │
                Yes                       │
                 ▼                        ▼                    ▼
            CONTINUE              CASE SUITABLE          CONTINUE
           PROCESSING                 FOR               PROCESSING FOR
           FOR REGION              MEDIATION  ────────►  MEDIATION


              FORWARD INTAKE
            PACKAGE TO CLERK FOR
               DOCKETING
                    │
                    ▼
             DOCKETING CLERK              CASE          TRANSACTION
             INPUTS ROUTE SLIP ────────► TRACKING ────►   REPORT
             DATA INTO CTS               SYSTEM.        GENERATED
                    │                                        │
                    ▼                                        ▼
             DOCKET CLERK                                 MIS UNIT
             RECORDS CTS                                 VALIDATES
            GENERATED DOCKET #'S                        TRANSACTION
             ON ROUTE SLIP.                                  │
                    │                                        ▼
                    ▼                              ◇ COMPLAINT ◇──── No ────┐
          ◇ CASE NOT ◇──── No ────┐                ◇ DUAL FILED WITH ◇      │
          ◇ DUAL FILED W/ ◇        │               ◇ EEOC? ◇               │
          ◇ EEOC? ◇                │                   │                    │
              │                     │                  Yes                   │
             Yes                    ▼                   ▼                    ▼
              │              DOCKET CLERK          ORIGINAL            CONTINUE
              │             WRITES NUMBERS ON     TRANSACTION        PROCESSING
              │               EEOC FORMS           REPORTS
              │                     │            FORWARDED TO CDS
              │                     ▼                CLERK
              │              DOCKET CLERK               │
              │             PHOTOCOPIES EEOC            ▼
              │              CHARGE FORMS           CTS CODES
              │                     │             TRANSLATED TO
              ▼                     ▼              CDS CODES
        DOCKET CLERK ◄───── PHOTOCOPY OF EEOC          │
       PREPARES SERVICE     CHARGE FORM PLACED IN      ▼
         DOCUMENTS             CASE FILE           CDS CLERK
              │                     │             INPUTS RECORD ──────►  CDS
              │                     ▼             INTO CDS
              │              DOCKET CLERK SENDS        │
              │             ORIGINAL EEOC FORMS        ▼
              │              TO EEOC COORDINATOR   CDS CLERK RETURNS
              │                     │             TRANSACTION REPORTS
              │                     ▼             TO MIS
              │               EEOC CLERK
              │             PHOTOCOPIES EEOC
              │              CHARGE FORM
              ▽                     ▽                    t
```

```
                                                          ┌──────────────┐
                                                          │ TRANSACTION  │
                                                          │REPORTS FILED │
                                                          └──────┬───────┘
                                                                 │
                  ┌──────────────┐     ┌──────────────────┐      │
                  │CLERK GIVES   │     │EEOC CHARGE NUMBER│      │
                  │SERVICE       │     │AND SUMMARY INFO  │      │
                  │PACKAGE TO REG│     │ENTERED INTO      │      │
                  │SUPVR FOR     │     │CONTROL REGISTER  │      │
                  │PROOFING AND  │     └────────┬─────────┘      │
                  │SIGNATURE     │              │                │
                  └──────┬───────┘     ┌────────┴─────────┐      │
                         │             │ PHOTOCOPIED      │      │
                  ┌──────┴───────┐     │ EEOC CHARGE      │      │
                  │REG SUPVR     │     │ FORM FILED       │      │
                  │REVIEWS &     │     └────────┬─────────┘      │
                  │SIGNS LETTERS │              │                │
                  └──────┬───────┘     ┌────────┴─────────┐      │
                         │             │EEOC COORDINATOR  │      │
                  ┌──────┴───────┐     │REVIEWS/PROOFREADS│      │
                  │PACKAGE       │     └────────┬─────────┘      │
                  │RETURNED TO   │              │                │
                  │CLERK FOR     │     ┌────────┴─────────┐      │
                  │COPYING       │     │CDS CLERK RECORDS │      │
                  └──────┬───────┘     │INFORMATION IN    │      │
                         │             │EEOC CONTROL      │      │
                  ┌──────┴───────┐     │REGISTER          │      │
                  │SERVICE       │     └────────┬─────────┘      │
                  │PACKAGES SENT │              │                │
                  │TO PARTIES VIA│     ┌────────┴─────────┐      │
                  │CERT. MAIL    │     │CDS CREATES       │      │
                  └──────┬───────┘     │COVER             │      │
                         │             │LETTER/LIST OF    │      │
                  ┌──────┴───────┐     └────────┬─────────┘      │
                  │CLERK         │              │                │
                  │ASSEMBLES     │     ┌────────┴─────────┐      │
                  │CASE FILE     │     │EEOC COORDINATOR  │      │
                  └──────┬───────┘     │DELIVERS EEOC     │      │
                         │             │CHARGE FORMS TO   │      │
                  ┌──────┴───────┐     │EEOC DIST OFFICE  │      │
                  │CLERK RECORDS │     └────────┬─────────┘      │
                  │COMPLETION OF │              │                │
                  │CASE PREP IN  │         ┌────┴────────────────┘
                  │LOG           │         │
                  └──────┬───────┘     ┌───┴───┐
                         │             │  END  │
                    ◇────┴────◇        └───────┘
                    │   INV    │ No
                    │ ASSIGNED │────────────┐
                    │ TO CASE? │            │
                    ◇────┬────◇             │
                      Yes │                 │
                  ┌──────┴───────┐   ┌──────┴───────┐
                  │ASSIGNED INV  │   │CASE PLACED IN│
                  │ACKNOWLEDGES  │   │MASTER FILE   │
                  │RECEIPT IN LOG│   │DRAWER        │
                  │BOOK          │   └──────┬───────┘
                  └──────┬───────┘          │
                    ┌────┴─────┐            │
                    │PRE-FACT  │◄───────────┘
                    │FINDING   │
                    └────┬─────┘
                         │
```

```
                    RESP              No        RESPONDENT
                  DECLINES  ───────────────▶    SUBMITS
                  MEDIATION                      MEDIATION
                      │
                     Yes                            │
                      │                             ▼
                      │                          CASE
                      │                      REASSIGNED TO
                      │                        MEDIATION
                      │
                      │                             │
                      │                             ▼
                      │                         MEDIATOR
                      │                         REVIEWS
                      │                         ANSWER
                      │
                      │                             │
                      │                             ▼
                      │                         MEDIATOR
                      │                         CONTACTS
                      │                        PARTIES TO
                      │
                      │                             │
                      │                             ▼
                      │                        CONFERENCE
                      │                        SCHEDULED
                      │
                      │                             │
                      │                             ▼
                      │                         MEDIATION
                      │                        CONFERENCE
                      │                      PACKAGE SENT
                      │
                      │                             │
                      │                             ▼
                      │                       PARTIES SIGN
                      │                      CONFIDENTIALITY
                      │                        AGREEMENT
                      │
                      │                             │
                      │                             ▼
                      │                         MEDIATOR
                      │                        MEETS WITH
                      │                        COMPLAINANT
                      │
                      │                             │
                      │                             ▼
                      │                         MEDIATOR
                      │                        MEETS WITH
                      │                        RESPONDENT
                      │
                      │                             │
                      │                             ▼
                      │                         MEDIATOR
                      │                        MEETS WITH
                      │                       BOTH PARTIES
                      │
                      │                             │
                      │                             ▼
                      │                        MEDIATION         No      AGREEMENT
                      │                      UNSUCCESSFUL?  ──────────▶   DRAFTED
                      │
                      │                            Yes                       │
                      │                             │                        ▼
                      │                             ▼                   AGREEMENT
                      │                         MEDIATION              REVIEWED BY
                      │                         DOCUMENTS               MEDIATION
                      │                         DESTROYED
                      │                             │                        │
                      ▽                             ▽                        ▽
```

```
                    ┌──────────────┐         ┌──────────────┐
                    │ FILE RETURNED│         │ PARTIES SIGN │
                    │ TO REG SUPVR │         │  AGREEMENT   │
                    └──────┬───────┘         └──────┬───────┘
                           │                        │
                    ┌──────▼───────┐         ┌──────▼───────┐
                    │    CASE      │         │MEDIATOR SIGNS│
                    │ REASSIGNED TO│         │AGREEMENT FOR │
                    │  REG OFFICE  │         │     DCR      │
                    └──────┬───────┘         └──────┬───────┘
         ┌────────────┐    │                        │
         │  CONTINUE  │◄───┘                  ╱◆╲ No
         │  REGIONAL  │                  ◄───╱AGREEMENT╲─────────┐
         │   OFFICE   │                      ╲PROVISIONS╱        │
         └────────────┘                       ╲ NOT ╱           │
                                                 │ Yes          │
                                            ┌────▼────┐    ┌─────▼─────┐
                                            │ GO TO   │    │GO TO CASE │
                                            │COMPLIANCE│   │ CLOSING   │
                                            └────┬────┘    └───────────┘
                                                 │
                                              ┌──▼──┐
                                              │ END │
                                              └─────┘
```

RESPONDENT'S ANSWER — No → ASSIGNED INV OR DESIGNEE CONTACTS RESP TO OBTAIN DOCUMENTS

Yes ↓

CLERK RECORDS RECEIVED AND FILE DATE ON CTS

CERT. MAIL GREEN CARD STAPLED TO AFFIDAVIT OF SERVICE IN CASE FILE

REG SUPVR REVIEWS ANSWERS

COPY OF EXPLANATORY ANSWER SENT TO CP

ANSWERS AND D&I PLACED IN CASE FILE

INV ASSIGNED TO CASE? — No

Yes

RESP AGREES TO PROVIDE — No → DRAFT SUBPOENA OR INTERROGATORIES. → (M)

Yes → OBTAIN INFORMATION.

```
REG SUPVR REVIEWS
ANSWERS AND
ASSIGNS TO INV

ASSIGNMENT
LETTER SENT
TO CP & RP

                    IS FACT
                   FINDING          No
                  CONFERENCE

INV CONTACTS                Yes
CP TO REVIEW
ANSWERS                SCHEDULE FACT          FILE
                       FINDING            FORWARDED
                       CONFERENCE.         TO CLERK

INV REVIEWS
RESPONSES W CP

                                        CLERK ENTERS
                                        ASSIGNMENT
INV MAY ASK ADDITIONAL                  DATA IN CTS
QUESTIONS & CP MAY
REBUTT RP'S
RESPONSES
                                        ASSIGNED INV
                                        ACKNOWLEDGES
          INV FINDS       No            RECEIPT OF FILE IN LOG
          SETTLEMENT                    BOOK
          BASIS?

      Yes

                       FACT-FINDING        No
                       CONFERENCE

                    Yes

                                                        go to extended
                   WAS              No                  processing
                FACT-FINDING
                SCHEDULED?

             Yes
                                    SCHEDULE FACT
                                    FINDING
GO TO                               CONFERENCE
SETTLEMENT

                       Go to            NOTIFY
                    FACT-FINDING        PARTIES

        FFC

        INV OPENING
        STATEMENT PROCESS &
        PROCEDURE
```

```
                    ┌──────────────┐
                    │ INVESTIGATOR │
                    │  REVIEWS V.C │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │ INV RECEIVES │
                    │AFFIRMATION/DENIAL│
                    │ FROM CP AND RESP │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │INV QUESTIONS PARTIES│
                    │TO RESOLVE MATERIAL│
                    │ FACTS IN DISPUTE │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │ INV ASSURED BY│
                    │PARTIES THAT ALL│
                    │ ITEMS HAVE BEEN│
                    │  DISCUSSED    │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │ INV CONFERS W CP│
                    │PRIVATELYINV CONFERS│
                    │ W RESP TO PR  │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │ INV CONFERS  │
                    │ PRIVATELY W  │
                    │    RESP      │
                    └──────┬───────┘
                           │
                        ╱─────╲          No
                       ╱  CAN  ╲──────────────────┐
                       ╲SETTLEMENT BE╱            │
                        ╲REACHED?╱                │
                         ╲───╱                    │
                           │ Yes                  │
                    ┌──────▼───────┐              │
                    │ INV DISCUSSES│              │
                    │SETTLEMENT WITH│             │
                    │  CP & RESP   │              │
                    └──────┬───────┘              │
                           │                      │
                    ┌──────▼───────┐              │
                    │ INV BEGINS   │              │
                    │ SETTLEMENT   │              │
                    │ DISCUSSIONS  │              │
                    └──────┬───────┘              │
                           │                      │
                        ╱─────╲        No         │
                       ╱SETTLEMENT╲───────┐       │
                       ╲TERMS AGREED╱      │       │
                        ╲ UPON? ╱          │       │
                         ╲───╱             │       │
                           │ Yes          │       │
                    ┌──────▼───────┐ ┌─────▼────┐  │
                    │ INVE DRAFTS  │ │  END     │  │
                    │ SETTLEMENT   │ │SETTLEMENT│  │
                    │ AGREEMENT    │ │DISCUSIONS│  │
                    └──────┬───────┘ └─────┬────┘  │
                           │               │       │
                    ┌──────▼───────┐       │   ┌───▼────┐
                    │ NSA REVIEWED │       └──▶│CONCLUDE│
                    │  BY REG MGR  │           │  FFC   │
                    └──────┬───────┘           └───┬────┘
                           │                       │
```

```
                                                    WRITE FFC
       CP                                            REPORT
   AND RESP      No
 SIGN AGREEMENT?

    Yes                                          CAN MERIT        No
                                                DECISION BE
                        MAKE APPOINTMENT         MADE?
 NSA SIGNED BY REG       TO OBTAIN
 MGR ON BEHALF OF        SIGNATURES               Yes
      DCR

                                                DRAFT FINDINGS OF
                                                INVESTIGATION.
  PROVISIONS OF    No
   AGREEMENT
     NOT

    Yes                                              GO TO
                                                   EXTENDED
   GO TO                                           PROCESSING
 COMPLIANCE.


   END              PREPARE FILE
                    FOR CLOSING



                    EXTENDED
                   PROCESSING


                    INV AND/OR REG
                    MGMT FORMULATE
                     INV PLAN


                   INV HAS         No
                   PROBLEM
                   OBTAINING
                    INPUT

                    Yes

                  INV SENDS           OBTAIN
                  33/30 DAY        REQUIRED INFO
                   LETTER          FROM CP.


                INV ATTEMPTS AGAIN TO
                GET INPUT FROM CP OR
                 CONTACT PERSON


                  INPUT/            No
                CONTACT WITH
                   CP?

                  Yes

                  OBTAIN                          RECOMMEND
                 ADDITIONAL                          ADMIN
                 IFO FROM CP.                       CLOSING.


                      f                               r
```

```
                              ┌──────────────┐
                    r         │PRIORITY CASES│
                    │         │  IDENTIFIED  │
                    │         └──────┬───────┘
                    ▼                │
                ╱FILE  ╲             │
              ╱ REVIEW   ╲   No       │
              ╲ REQUIRED?╱───────────┐│
                ╲      ╱             ││
                  │Yes              ││
                  ▼                 ││
            ┌──────────┐            ││
            │SUBMIT CASE│           ││
            │  TO UNIT  │           ││
            │  MANAGER  │           ││
            └─────┬────┘            ││
                  ▼                 ││
            ┌──────────┐            ││
            │CASE REVIEWED│         ││
            │  BY UNIT  │           ││
            │  MANAGER  │           ││
            └─────┬────┘            ││
                  ▼                 ││
            ┌──────────┐            ││
            │INSTRUCTIONS│          ││
            │PROVIDED TO INV│       ││
            └─────┬────┘            ││
                  ▼                 ││
            ┌──────────┐    ┌──────────┐
            │FILE RETURNED│  │INV PRIORITIZES│
            │  TO INV   │   │  CASE    │
            └─────┬────┘    └────┬─────┘
                  │              │
                  ▼──────────────┘
            ┌──────────┐
            │ VARIOUS  │◄──────────────────┐
            │INVESTIGATIVE│                 │
            │  EVENTS  │                    │
            └─────┬────┘                    │
                  ▼                         │
              ╱NO FIELD VISIT╲  No          │
            ╱  REQUIRED?      ╲────────────┐│
              ╲             ╱              ││
                  │Yes                     ││
                  ▼                        ▼│
              ╱WITNESSES╲  No       ┌──────────┐
            ╱  REQUIRE   ╲──────┐   │ SCHEDULE │
              ╲        ╱        │   │FIELD VISIT│
                │Yes            │   └────┬─────┘
                ▼               ▼        ▼
          ┌──────────┐  ┌──────────┐ ┌──────────┐
          │ CONTACT  │  │ ANALYZE  │ │TOUR RESP FACILITY│
          │WITNESSES │  │EXISTING  │ │AND/OR INTERVIEW│
          └─────┬────┘  │INFORMATION│ │WITNESSES │
                ▼       └────┬─────┘ └────┬─────┘
          ┌──────────┐       │            │
          │INTERVIEW │       │            │
          │WITNESSES │       │            │
          └─────┬────┘       │            │
                ▼────────────┘            │
          ┌──────────┐
          │INV ACTIVITY│
          │DOCUMENTED IN MEMOS│
          │TO FILE AND CPR│
          └─────┬────┘
                ▼                         t
```

```
                                                    ┌─┐                    ┌─┐                ┌─┐
                                       ┌─┐          │ │                    │ │                │t│
                                       │ │          └┬┘                    └┬┘                └┬┘
                                        │             │                     │                  │
                                ┌───────────────┐     │                     │                  │
                                │  INV LOOKS FOR│     │                     │                  │
                                │ EVIDENCE OF   │     │                     │                  │
                                │ UNLAWFUL      │     │                     │                  │
                                │ DISCRIMINATION│     │                     │                  │
                                └───────┬───────┘     │                     │                  │
                                        │             │                     │                  │
                                      ◇   ◇      No    │                     │                  │
                                   ◇  NO BASIS   ◇─────────────────────────┐│                  │
                                   ◇  FOR ADMIN  ◇                         ││                  │
                                   ◇  CLOSURE?   ◇                         ││                  │
                                      ◇   ◇                                ││                  │
                                        │ Yes                             ││                  │
                                        │                                 ▼│                  │
                                      ◇   ◇      No                  ┌──────────┐             │
                                   ◇  CAN INV    ◇─────┐             │RECOMMEND │             │
                                   ◇ MAKE MERIT  ◇     │             │  ADMIN   │             │
                                   ◇  DECISION?  ◇     │             │ CLOSING  │             │
                                      ◇   ◇           │             └─────┬────┘             │
                                        │ Yes          │                   │                  │
                                ┌───────────────┐  ┌───────────┐          │                  │
                                │   INV WRITES  │  │ CONTINUE  │          │                  │
                                │    MERIT      │  │INVESTIGATION.│       │                  │
                                │   DECISION    │  └───────────┘          │                  │
                                └───────┬───────┘                         │                  │
                                        │                                 │                  │
                                ┌───────────────┐                         │                  │
                                │ INV CONTACTS  │                         │                  │
                                │CP & RESP TO   │                         │                  │
                                │REQUEST FINAL  │                         │                  │
                                │    INPUT      │                         │                  │
                                └───────┬───────┘                         │                  │
                                        │                                 │                  │
                                ┌───────────────┐                         │                  │
                                │ INV SUBMITS   │                         │                  │
                                │FINDINGS TO    │                         │                  │
                                │UNIT MGR FOR   │                         │                  │
                                │   REVIEW      │                         │                  │
                                └───────┬───────┘                         │                  │
                                        │                                 │                  │
                                      ◇   ◇      No              ┌──────────────┐           │
                                   ◇  UNIT MGR   ◇──────────────▶│FINDINGS      │           │
                                   ◇  APPROVES   ◇               │RETURNED TO   │           │
                                   ◇  FINDINGS?  ◇               │INV W/        │           │
                                      ◇   ◇                      │INSTRUCTIONS. │           │
                                        │ Yes                    └──────────────┘           │
                                ┌───────────────┐                                           │
                                │REG MGR FORWARDS│                                          │
                                │FCDR & DRAFT   │                                           │
                                │FINDINGS TO WP │                                           │
                                └───────┬───────┘                                           │
                                        │                                                   │
                                ┌───────────────┐                                           │
                                │   WP RETURNS  │                                           │
                                │COMPLETED      │                                           │
                                │PACKAGE TO     │                                           │
                                │REG MGR        │                                           │
                                └───────┬───────┘                                           │
                                        │                                                   │
                                      ◇   ◇      No              ┌──────────────┐           │
                                   ◇ IS FINDING  ◇─────┐         │              │           │
                                   ◇ OF PROBABLE ◇     │         │              │           │
                                   ◇   CAUSE?    ◇     │         │              │           │
                                      ◇   ◇           │         │              │           │
                                        │ Yes          ▼         │              │           │
                                ┌───────────────┐  ┌───────────┐│              │           │
                                │ INV OBTAINS   │  │FORWARD    ││              │           │
                                │DAMAGES        │  │PACKAGE TO ││              │           │
                                │INFORMATION    │  │CHIEF FOR  ││              │           │
                                │FROM CP        │  │REVIEW     ││              │           │
                                └───────┬───────┘  └─────┬─────┘│              │           │
                                        │                 │      │              │           │
                                ┌───────────────┐         │      │              │           │
                                │INV CALCULATES │         │      │              │           │
                                │   DAMAGES     │         │      │              │           │
                                └───────┬───────┘         │      │              │           │
                                        │                 │      │              │           │
                                        ▼                 ▼      ▼              ▼
                                       ┌─┐               ┌─┐    ┌─┐            ┌─┐
                                       └─┘               │i│    │ │            └─┘
                                                          └─┘    └─┘
```

```
                                    INV PRODUCES
                                    DAMAGE REPORT

                                    REG MGR FORWARDS
                                    FINDINGS TO CHIEF FOR
                                    REVIEW

                                    CHIEF REVIEWS
                                    FINDINGS.

                                  CHIEF            No
                                  AGREES W
                                  FINDINGS?                  CASE RETURNED W
                                                             INSTRUCTIONS.
                                      Yes

                                    RECOMMENDATION
                                    APPROVED BY CHIEF

                                  FINDING IS        No
                                  NO PROBABLE
                                  CAUSE?                     CHIEF FORWARDS FPC
                                                             TO AD FOR REVIEW
                                      Yes

                                                          AD            No
                                                       APPROVES
                                                       FINDINGS?             RETURN TO
                                    CHIEF FORWARDS NPC                       CHIEF W
                                    TO DIRECTOR FOR          Yes            INSTRUCTIONS
                                    REVIEW
                                                          FILE FORWRDED
                                                          TO DIRECTOR
                                  DIRECTOR          No
                                  APPROVES
                                  FINDING?
                                      Yes                 FILE RETURNED
                                                              W
                                    DIRECTOR                INSTRUCTIONS
                                    SIGNS FINDING

                                  FINDING IS        No
                                  PROBABLE
                                  CAUSE?
                                      Yes          SIGNED DOCUMENTS
                                    FILE FORWARDED TO   ARE RUTURNED TO    RECOMMEND
                                    CONCILIATION UNIT      REG OFFICE       CLOSING
```

```
                    i

            CONCILIATOR
             ASSIGNED

                 │
                 ▼
          CTS UPDATED WITH FPC
          AND CONCILIATION DATA

                 │
                 ▼
          CONSENT ORDER
           & DECREE        ◄────────────┐
            DRAFTED                      │
                 │                       │
                 ▼                       │
          AD, BOP REVIEWS                │
             CO&D                        │
                 │                       │
                 ▼                       │
            ◇ CO&D APPROVED? ◇  No ──────┤
                 │                       │
                Yes                 RETURN W
                 ▼                 INSTRUCTIONS
          FILE GOES TO
           CINCILIATOR
                 │
                 ▼
          CONCILIATION
           CONFERENCE
            SCHEDULED
                 │
                 ▼
          PARTIES SERVED
          W FPC & CONC.
             NOTICE
                 │
                 ▼
          CONCILIATION
           CONFERENCE
              HELD
                 │
                 ▼
          CONCILIATION
         REPORT WRITTEN
                 │
                 ▼
         ◇ CONCILIATION ◇  No ──────┐
            SUCESSFUL?                │
                 │                    ▼
                Yes              CONCILIATOR
                 ▼                FORWARDS
             CO&D              CASE TO BOP
           FINALIZED

                 │
                 ▽
```

J

PARTIES SIGN CO&D

↓

DIRECTOR SIGNS CO&D

↓

RP FULFILLS TERMS OF CO&D? —No→ **CO&D SENT TO CHANCERY DIV OF SUP CT FOR ENFORCEMENT**

Yes ↓ ↓

DOES DECREE STIPULATE —No→ **END**

Yes ↓

DCR ACCEPTS MONEY FROM RESP

↓

DCR GIVES MONEY TO CP   **PREPARE FCDR**

↓

GO TO "CLOSING"

↓

CLOSING

↓

INV DEVELOPS FCDR

↓

WP PREPARES DOCUMENTS TO ALL PARTIES

↓

REG MGR SIGNS FCDR

↓

PKG RETURNED TO CLERK FOR COPYING AND SERVICE

↓

k

k

```
┌─────────────────┐
│  CLERK INPUTS   │
│ FCDR INFO INTO  │
│      CTS        │
└─────────────────┘
         │
         ▼
     ╱───────╲                    No
    ╱   IS     ╲──────────────────────┐
   ╱ COMPLAINT  ╲                      │
   ╲ DUAL FILED? ╱                     │
    ╲─────────╱                        │
         │ Yes                         │
         ▼                             ▼
   ┌──────────────┐            ┌──────────────┐
   │ CLERK MAKES  │            │   COPY OF    │
   │   COPIES     │──────────▶ │ CLOSING DOCS │
   │FOR DISTRIBUTION│          │   IN FILE    │
   └──────────────┘            └──────────────┘
         │                             │
         ▼                             ▼
   ┌──────────────┐            ┌──────────────┐
   │ CLERK FORWARDS│          │ ORIGINAL CASE FILE│◀─────┐
   │ COPIES OF FCDR│          │FORWARDED TO CLOSE │      │
   │TO EEOC COORDINATOR│      │   FILE STORAGE    │      │
   └──────────────┘            └──────────────┘          │
         │                             │                 │
         ▼                             ▼                 │
   ┌──────────────┐            ┌──────────────┐          │
   │  CDS CLERK   │            │CLOSED FILE MANAGER│      │
   │  TRANSLATES  │            │RECEIVES MONTHLY   │      │
   │CLOSING CODES │            │  CLOSING REPORT   │      │
   └──────────────┘            └──────────────┘          │
         │                             │                 │
         ▼                             ▼                 │
   ┌──────────────┐            ┌──────────────┐          │
   │  CDS CLERK   │            │CLOSED FILE MANAGER│      │
   │ CLOSES CASE  │            │RECEIVES ORIGINAL  │      │
   │   IN CDS     │            │CASE FILES FROM INV│      │
   └──────────────┘            │      UNITS        │      │
         │                     └──────────────┘          │
         ▼                             │                 │
   ┌──────────────┐                    ▼                 │
   │FCDR RETURNED │            ┌──────────────┐          │
   │  TO EEOC     │            │ VERIFY THAT  │          │
   │ COORDINATOR  │            │CASE IS CLOSED│          │
   └──────────────┘            │   ON CTS     │          │
         │                     └──────────────┘          │
         ▼                             │                 │
   ┌──────────────┐                    ▼                 │
   │    EEOC      │            ┌──────────────┐          │
   │ COORDINATOR  │            │ASSIGN FILE A │          │
   │ CLOSES CASE IN│           │   STORAGE    │          │
   └──────────────┘            │  LOCATION    │          │
         │                     └──────────────┘          │
         ▼                             │                 │
   ┌──────────────┐                    ▼                 │
   │    EEOC      │            ┌──────────────┐          │
   │ COORDINATOR  │            │RECORD FILE'S │          │
   │  REQUESTS    │            │   STORAGE    │          │
   └──────────────┘            │ LOCATION IN  │          │
         │                     └──────────────┘          │
         ▼                             │                 │
   ┌──────────────┐                    ▼                 │
   │    EEOC      │            ┌──────────────┐          │
   │ COORDINATOR  │            │ BOX THE FILE │          │
   │  GENERATES   │            └──────────────┘          │
   └──────────────┘                    │                 │
         │                             ▼                 │
         ▼                     ┌──────────────┐          │
   ┌──────────────┐            │  RECONCILE   │          │
   │ COPIE OF FCRD│            │ CLOSED FILE  │          │
   │  IS FILED    │            │ WITH CLOSING │          │
   └──────────────┘            │   REPORT     │          │
         │                     └──────────────┘          │
         ▼                             │                 │
   ┌──────────────┐                    ▼                 │
   │FCDR, DETAIL &│               ╱─────────╲      No    │
   │SUMMARY REPORTS│             ╱    WAS     ╲──────────┐│
   │AND SUPPORTING │             ╲  REPORTED  ╱          ││
   │DOCUMENTATION  │              ╲FILE RECEIVED?        ││
   │TRANSMITTED TO │               ╲───────╱             ││
   │EEOC DISTRICT  │                   │ Yes             ││
   │OFFICE         │                   ▼                 ││
   └──────────────┘                                      ││
```

SEND FILE TO ARCHIVE

MAKE LIST OF CLOSED FILES NOT RECEIVED

SEND LIST OF OUTSTANDING CLOSED FILES TO EACH ACCOUNTABLE OFFICE

END

Hardware / Network Information